

**EMPLOYMENT OPPORTUNITY  
ANNOUNCEMENT NUMBER: HCMALL 15/10A**

***This announcement is for full performance level. The position is also advertised at trainee level.  
Please see the ANNOUNCEMENT NUMBER HCMALL 15/10B for reference.***

**OPEN TO:** All interested candidates  
**POSITION:** Information Unit Visa Assistant, FSN-8  
**OPENING DATE:** March 13, 2015  
**CLOSING DATE:** March 27, 2015  
**WORK HOURS:** Full-time, 40 hours/week  
**LENGTH OF HIRE:** Long term. Actual filling of the positions is contingent upon the availability of funds.  
**ANNUAL SALARY:** Ordinarily Resident: **US\$10,459.00 (Starting salary)**

The Consulate General of the United States of America in Ho Chi Minh City is seeking an individual for employment for the Information Unit Visa Assistant position in its Consular Section/Immigrant Visa (IV) Unit.

**NOTE: ALL APPLICANTS WHO ARE NOT FAMILY MEMBERS OF U.S. GOVERNMENT EMPLOYEES MUST HAVE RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

**BASIC FUNCTIONS OF THE POSITION**

Incumbent of this position will serve as Information Assistant in the Consular Section at the U.S. Consulate General in Ho Chi Minh City. While administratively a part of the Immigrant Visa Unit, in fact the incumbents are responsible for providing information on all aspects of consular work; managing all communication between the Consular Section and visa applicants, U.S. citizens, legal representatives, Members of Congress, the State Department, other U.S. Government agencies and the public; maintaining a comprehensive understanding of the complex details of the Immigration and Nationality Act (INA) and evolving visa and American Citizen Services procedures and policies and all consular standard operating procedures. The incumbent will exercise quality control and high service standards over all aspects of communication between the Consular Section and the public.

**QUALIFICATIONS REQUIRED**

**NOTE:** All applicants are instructed to address each selection criterion detailed below with specific and comprehensive information supporting each item:

1. Completion of secondary school is required.
2. Must have at least two years of progressively responsible experience in work involving the application of relatively complex regulatory material along with extensive public contact.
3. Must have comprehensive knowledge of applicable U.S. immigration laws and visa regulations, visa processing guidelines, and general office management practices as well as Department of State, National Visa Center, Citizenship and Immigration Services/Department of Homeland Security roles. Must also be familiar with all American Citizen Service procedures and regulations.
4. Must have abilities to deal with the public with patience and tact; apply good judgment in evaluating evidence and to apply relatively complex regulations; multitask efficiently with a high degree of accuracy in a very demanding work environment; work under pressure; translate/interpret professionally English to Vietnamese and vice versa. Must have excellent organizational, communications, and interpersonal skills.
5. Level 3 (Good working knowledge) Speaking/Reading/Writing English is required (this will be tested).  
Level 4 (Fluent) Speaking/Reading/Writing Vietnamese is required.

**SELECTION PROCESS**

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

## ADDITIONAL SELECTION CRITERIA

Please see [post eligibility & qualification requirements](http://hochiminh.usconsulate.gov/jobs.html) on the Management Office intranet (Sharepoint) or on the Consulate website <http://hochiminh.usconsulate.gov/jobs.html>.

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed Not Ordinarily Residents (NORs) hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain and hold U.S. Mission Regional Security Office (RSO) and Health Unit clearances.

## HOW TO APPLY

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff (DS-174). Candidates may send a current résumé or curriculum vitae that provides all the information on the DS-174 (please refer to [Appendix B](#) for further details) in order for the candidate to receive consideration for this vacancy. The DS-174 form is available on the U.S. Consulate website <http://hochiminh.usconsulate.gov/jobs.html>.

**Applications should be submitted through email to the address: [HoChiMinhCityHR@state.gov](mailto:HoChiMinhCityHR@state.gov).**

**Subject line must be: (HCMALL 15/10A) or your application may not be considered;**

**We will only accept applications by email. Please do NOT attach a photo on an application form or resume.**

2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
3. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification.

## CLOSING DATE FOR THIS POSITION: MARCH 27, 2015.

(All applications must be received by the closing date to receive consideration. Please wait to hear from us within 4 weeks from the closing date.)

The U.S. Mission in Vietnam provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.